



# ***Air Force Inspection Agency***

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## **Contracted Support Activity Inspections (CSAI)**

**Eagle Look**

**PN 03-504**

Executive Briefing



**U.S. AIR FORCE**

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***Dedicated to Improving the Air Force***



# Scope



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- ◆ AFIA cross-functional team
  - Contracting, PM, logistics, supply, SJA
- ◆ Assess
  - The IG processes\* for inspecting contractors
  - The impact IG inspections have on base-level, mission-essential service contracts and contract administration processes
  - Effectiveness of quality assurance program
- ◆ Review encompassed
  - MAJCOMs (45 groups, 221 personnel)
  - Wings (183 groups, 1001 personnel and 43 contractors)

**\*Note:** Contracted Support Activity Inspections (CSAI) may be conducted in conjunction with an ORI, CI, or NSI. AFI 90-201



# ***Overall Assessment***



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- ◆ Air Force policy and guidance insufficient
- ◆ MAJCOM processes for inspecting contracted functions were
  - Not consistent across MAJCOMs
  - Frequently not consistent with acquisition tenets
- ◆ Quality Assurance Program (QAP) was not fully effective in evaluating contractors' performance



## ***Finding 3***



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- ◆ Quality Assurance Program (QAP) was not fully effective in evaluating contractors' performance.
  - Inadequate manpower authorizations
  - Inadequate manning
  - Military turnover



# ***Finding 3***

## ***Recommendations***

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- ◆ **Recommendation 3-1: Clarify and validate the criteria used in determining manpower standard authorizations and qualifications for QA personnel.**  
**(OPR: AF/DP; OCRs: SAF/USA/AQC, AF/IL/XO, AFPEO/SV)**



# ***9-Month Synopsis of Follow-Up Actions***



- ◆ **Finding 3-1. Closed 1 Apr 04.**
  - **Requirements for QAE are driven by the complexity of the QASP. Since each QASP is different based on the local SOW requirements for managing the QASP and corresponding QAEs cannot be standardized from base to base. Locations that experience a shortage of personnel to perform the workload as required by the QASP have understated their anticipated requirements during QASP development and when the function was eventually competed and subsequently awarded. As such DPM is addressing QAE funding in its next revision of the AFI for commercial activities. QAEs will now become part of the overall cost of a particular A-76 study. Organizations will have to identify the costs of monitoring the QASP as part of their competition package.**



## ***Finding 3 (Cont.)***



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- ◆ Quality Assurance Program (QAP) was not fully effective in evaluating contractors' performance.
  - Inadequate training
    - Phase 1
    - Phase 2
  - Functional QA training virtually non-existent



# ***Finding 3***

## ***Recommendations***



- ◆ **Recommendation 3-2: Re-design Phase 1 and 2 training. For example, provide scenarios and hands-on examples of how to apply surveillance techniques for all basic service contracts.  
(OPR: SAF/AQC)**



# ***9-Month Synopsis of Follow-Up Actions***



- ◆ **Finding 3-2. Open ECD Mar 05.**
  - **SAF/AQC is working with:**
    - **HQ AFMC to standardize Phase II (contract specific) training**
    - **The Lackland Schoolhouse to revise the Quality Assurance Program Coordinator training**
    - **DAU to develop commercial QA training that focuses on performance measurement, to include metrics, evaluating data, benchmarking. The QAPC will no longer train QA personnel**



# ***Finding 3***

## ***Recommendations***

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- ◆ **Recommendation 3-3: Design, develop, and implement functional courses to train QA personnel in applying surveillance techniques for all areas that are widely outsourced. The AETC/LG maintenance courses, cited as a best practice, provide the Air Force a good reference point of what these training courses should entail. (OPRs: AF/IL/XO; OCRs: SAF/USA/AQC)**



# ***9-Month Synopsis of Follow-Up Actions***



- ◆ **Finding 3-3. Closed 25 Aug 03.**
  - **IL: In General Zettler's HQ USAF/IL management comments letter, 17 march 2003, he does not recognize himself as an OPR for Recommendation 3-3 because planning for and securing funding for this course falls under AETC with affected Air Staff and two-letters as OCRs**
  - **XO: Concurs with/defers to IL position**



# ***Finding 3***

## ***Recommendations***

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- ◆ **Recommendation 3-4: Assess the overall effectiveness of the quality assurance process to oversee base-level service contracts and the adequacy of training for QA personnel to participate in the acquisition process.  
(OPR: SAF/AQC)**



# ***9-Month Synopsis of Follow-Up Actions***



- ◆ **Finding 3-4. Open ECD Sep 05.**
  - **SAF/AQC focus is fixing the QA Program. This entails major changes as well as AFI 63-125, Performance Management Assessment Program. An AFI with a focus on performance assessment and management. We need to give the program 6 months before assessing its effectiveness. SAF/AQC is also developing a Contracting Assessment Program (MAJCOM evaluations). This program includes capturing GAO/DoD IG/Audit results as part of the evaluation. We are including this audit as part of the audits.**



# ***Questions***



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